



State of West Virginia Office of Technology

Policy: [Data Backup and Retention](#)

Issued by the CTO

Policy No:
WVOT-PO1013

Issued:
04.13.10

Effective Date:
08.13.10

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1.0 PURPOSE

The reliability and timely availability of electronic records and system applications is critical to the success of the State of West Virginia (State) operations.

This policy outlines data backup requirements for the [West Virginia Office of Technology](#) (WVOT) to ensure availability of critical data and systems within Executive Branch agencies.

2.0 SCOPE

This policy applies to all departments (including agencies, boards, authorities, and commissions) within the Executive Branch of West Virginia State Government, excluding constitutional officers, the West Virginia Board of Education, the West Virginia Department of Education, and the county boards of education that have access to or use State-provided resources.

To the extent that there are policies in place which provide less security than this policy, they will be superseded by this policy. In instances where existing state and federal laws and regulations are more restrictive than Information Security policies issued by the WVOT the more restrictive provisions will prevail.

3.0 RELEVANT DOCUMENTS/MATERIALS

- 3.1 [West Virginia Office of Technology \(WVOT\) Home Page](#)
 - 3.2 [West Virginia Code §5A-6-4a](#) – “Duties of the Chief Technology Officer Relating to Security of Government Information”
 - 3.3 [WVOT-PO1001](#) – Information Security policy and Appendix A
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4.0 POLICY

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4.1 Server Backup and Recovery

- 4.1.1 WVOT utilizes the server data backup system to ensure that agency programs, files, and datasets are properly backed up and retained.
- 4.1.2 All production environments and data will be backed-up, unless an agency submits a written request to opt out of the production backup process.
 - 4.1.2.1 All server data backup parameters will be specified by agencies and configured by WVOT.
 - 4.1.2.2 Agencies with special backup needs that exceed the requirements of this policy will be identified through technical risk analysis, and will be accommodated on a case-by-case basis.
 - 4.1.2.3 Agencies will be charged for storage at the rate defined in the WVOT rates catalog.
- 4.1.3 All non-production environments (e.g., development, test, and training) and associated data will not be backed up, unless the agency submits a written request to the WVOT.
- 4.1.4 Server data backups will be performed based on recovery point objectives. (See appendix A for information on Business Criticality Classes.) If the agency has not defined recovery point objectives, the standard default for data backup will be nightly.
- 4.1.5 WVOT will monitor backups, address technical issues related to server data backup, and notify agencies of instances when information has not been backed-up according to plan.
- 4.1.6 A secondary copy of backup data will be retained offsite. Agencies with remote offices will work with the WVOT to arrange for the transportation of tapes and media containing backup copies of data to off-site locations.

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- 4.1.7 Agency personnel must contact the WVOT Service Desk either by phone at (304) 558-9966 or by email at servicedesk@wv.gov for all recovery requests.
- 4.1.8 Restore tests to ensure that data can be recovered are performed for agencies on an initial basis; however, agencies must test to ensure that data is accurate and complete.
- 4.1.9 Data server backup and recovery efforts do not provide disaster recovery services. Additional arrangements must be made for full restoration of operating systems, directory services, etc.
- 4.1.10 Agencies requesting data restoration must contact the WVOT Service Desk. Requests are tracked through the Problem Management System.

4.2 Mainframe Specific Backup and Recovery

- 4.2.1 WVOT will perform full volume mainframe backups on a weekly basis. These backups are taken from the main site and stored at an offsite storage location. Rotation cycles for these volumes allow for two (2) full sets, current and previous week's data, to be retained offsite.
 - 4.2.2 Backups will be performed daily for some mainframe datasets deemed by customer/agency to be of a critical nature for system recovery. These backups are taken daily to an offsite storage location and will be retained according to Data Center requirements.
 - 4.2.3 Each agency will perform mainframe data file backups according to its own requirements, as well as determine the data's frequency and retention cycles. All backups will be taken daily to an offsite storage location.
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5.0 STANDARD PRACTICES

5.1 Monitoring

5.1.1 Mainframe monitoring is configured to automatically notify the agency administrator if a backup has not completed successfully. Failures are escalated and resolved through the WVOT Service Desk.

5.1.2 Server data monitoring is performed on a real-time basis for successful completion. Daily backups and logs will be monitored for success and failure by the WVOT. All failures are reported to the affected agency and WVOT will work with the agency to correct the failure.

5.2 Backup Modifications/Schedule Configuration Changes

5.2.1 Modifications to the supported environment will be determined between the agency and the WVOT prior to implementation. WVOT will perform upgrades to the system, when required, and notify the agency of any changes.

6.0 ENFORCEMENT

Any individual found to have violated this policy may be subject to disciplinary action up to and including dismissal. Disciplinary action will be administered by the employing agency and may be based on recommendations of the WVOT and the [West Virginia Division of Personnel](#).

7.0 LEGAL AUTHORITY

Under the provisions of West Virginia Code §5A-6-4a *et seq.*, the [Chief Technology Officer](#) (CTO) is charged with securing State government information and the data communications infrastructure from unauthorized uses, intrusions, or other security threats. The CTO is granted both the authority and the responsibility to develop

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information technology policy, promulgate that policy, audit for policy compliance, and require corrective action where compliance is found to be unsatisfactory or absent.

This policy is one in a series of IT-related policies intended to define and enable the incorporation of appropriate practices into all activities using State-provided technology in the State of West Virginia.

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8.0 DEFINITIONS

- 8.1 Chief Technology Officer (CTO) – The person responsible for the State’s information resources.
- 8.2 West Virginia Office of Technology (WVOT) - The division of the Department of Administration established by WV Code § 5A-6-4a, *et seq.*, which is led by the State’s CTO and designated to acquire, operate, and maintain the State’s technology infrastructure. The WVOT is responsible for evaluating equipment and services, and reviewing information technology contracts.
- 8.3 West Virginia Division of Personnel – The Division of the Department of Administration established by West Virginia Code § 29-6-1 *et seq.*, which is responsible for the system of human resource management for operating agencies in the classified and classified-exempt service of West Virginia State government.
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